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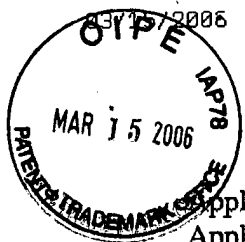
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1. Issue Fee Transmittal submitted herewith in duplicate; and
2. Comments on Statement of Reasons for Allowance Under 37 CFR § 1.104(e) (1 page).

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## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No. : 09/945,413 Confirmation No.: 2725  
Applicant : Mark A. George and Cynthia L. Sturgeon  
Entitled : Service Desk Data Transfer Interface  
Filed : 31 Aug 2001  
TC/A.U. : 2171  
Examiner : Frantz Colby  
Docket No. : 149-0119US  
Customer No. : 29855

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Rebecca L. Ginn**COMMENTS ON STATEMENT OF REASONS FOR ALLOWANCE  
UNDER 37 C.F.R. § 1.104(E)**

Assignee appreciates the Examiner's allowance of claims 1-4, 6-14, and 16-20 in this application. Assignee does not disagree with the Examiner's characterization of what the prior art discloses, and Assignee agrees that the prior art does not disclose or suggest the inventions claimed. However, Assignee wishes to point out that the Examiner has not necessarily correctly characterized the scope of all of the allowed claims. Therefore, the Examiner's statements should not be interpreted as indicative of the scope of the claims. Instead, each claim must be interpreted pursuant to its specific language.

Respectfully submitted,

March 15, 2006  
DateSean McDermott  
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